

Cibola General Hospital 1016 E. Roosevelt Ave. Grants, NM 87020 Phone: 505-287-4446 Fax: 505-287-5309		Policy # 603111
Title: Visitation Policy		
Policy First Effective Date: 09/30/2003	Revised: 1/23/19, 10/18/22 2/27/2025, 6/11/2026	Reviewed: 2/07/2026

PURPOSE

To support patient healing while maintaining safety, privacy, and an appropriate care environment.

STATEMENT OF POLICY

Cibola General Hospital supports patient-centered visitation while ensuring compliance with infection prevention practices, patient privacy, and a safe care environment. Visitors must comply with hospital rules, posted signage, isolation precautions, and staff instructions. Failure to comply may result in restriction or removal of visitation privileges.

GENERAL VISITATION RULES

- Check-In required at nurses' station or registration desk
- Visitors may be asked to leave during care for patient privacy
- Patients are allowed to limit visitation or designate specific visitors
- Disruptive or abusive visitors will be removed
 - Security or law enforcement may be contacted
- Photography, audio recording, and video recording by visitors are prohibited in patient care areas if they may capture or disclose protected health information (PHI) of any patient without appropriate authorization. Recordings of the patient's own care are permitted only with the consent of the patient (or legally authorized representative) and the healthcare team, and must not infringe upon the privacy or care of other patients.
- Visitors should conduct personal phone calls outside of patient care areas whenever possible, such as in designated waiting areas, to protect patient privacy, maintain confidentiality, and minimize disruptions to patient care.
- Children must always be supervised
 - No running or sitting on floors
 - Seasonal restrictions for pediatric visitation may apply for infection prevention

CLINIC VISITATION

Patients may bring a support person to appointments unless otherwise directed by the clinic. Additional visitors may be limited based on space, privacy, or patient care needs.

Visitors must follow all infection prevention and safety guidelines.

Providers and staff may limit visitors at any time to protect patient privacy, safety, or care delivery. Special accommodation may be made for pediatrics, elderly, or support-dependent patients.

HIGH-RISK / RESTRICTED VISITATION

No visitors unless approved by physician, social services, or law enforcement for:

- Police custody patients
- Violent crime or domestic violence victims
- Intoxicated patients
- Suspected gang affiliation

OUTPATIENT VISITATION (AREA SPECIFIC)

Emergency Department (ED)

- Roomed patients: 1 visitor at a time
 - No visitors allowed under the age of 18
 - Special considerations can be made by nursing staff based on patient condition
 - Pediatric Patients: 2 parents/guardians allowed
- Hallway patients: No visitors (except for pediatric patients)

Visitation may be limited, restricted, or suspended for the entire Emergency Department at any time at the discretion of nursing staff to ensure patient safety, privacy, security, and the efficient provision of patient care.

Outpatient Surgery

- 2 visitors pre-procedure
- Visitors wait in OR waiting room

Labor & Delivery (outpatient)

- 1 visitor
 - No visitors allowed under the age of 18
 - Refer to Doula policy 2026 in PowerDMS regarding Doula presence

Ancillary Departments (Radiology, PT, Lab, Wound Care)

- Visitation based on procedure and department policy

INPATIENT VISITATION (AREA SPECIFIC)

Hours: 06:00 AM – 09:00 PM – All days of the week

Medical Surgical

- 2 visitors at a time
 - Special considerations can be made by nursing staff based on patient condition
- 1 designated adult visitor can stay overnight – if care is not impacted
- Visitors may not share patient beds or use empty beds
- Seasonal restrictions may apply for visitors under the age of 12

Visitation may be limited, restricted, or suspended for the Medical-Surgical unit at any time at the discretion of nursing staff to ensure patient safety, privacy, security, and the efficient provision of patient care.

Intensive Care Unit

- 2 visitors at a time
 - No visitors under the age of 12
 - Special considerations can be made by nursing staff based on patient condition
- No live flowers or plants in patient rooms
- No visitors with signs of illness

Visitation may be limited, restricted, or suspended for the Intensive Care Unit at any time at the discretion of nursing staff to ensure patient safety, privacy, security, and the efficient provision of patient care.

Labor & Delivery (inpatient)

- 2 visitors at a time
 - Siblings can visit once, for one hour only
 - Refer to Doula policy 2026 in PowerDMS regarding Doula presence

Visitation may be limited, restricted, or suspended for the Labor & Delivery Unit at any time at the discretion of nursing staff to ensure patient safety, privacy, security, and the efficient provision of patient care.

Incarcerated Labor Patients (WNMCF):

Only visitors approved through the application process and NCIC clearance are permitted.

- 1 pre-approved adult visitor

- Active labor + 1 hour post-delivery only
 - No other visitors allowed on premises, including inside their vehicles
- Visitors must comply with all visitation rules; cell phones are prohibited in the room.
- Visitors may bring ID only.
 - No bags, purses, food, or personal items are permitted.
 - Visitors must consent to security screening, searches, and pocket emptying before room entry.
- Once a visitor enters the room, they must remain inside.
 - Leaving the room ends the visit.
- Only hospital-provided food is permitted for visitors and inmates.
- Inmates may not make phone calls under any circumstances, including use of hospital phones or personal cell phones by anyone.
- A female officer must always remain with the inmate.
- An armed guard must always remain outside the room.
- To prevent contraband transfer, a nurse must manage all infant diaper changes and return of the infant between visitor and mother.
- Visitation approval is case-by-case and must be reviewed at least 30 days prior to delivery.

ISOLATION PRECAUTIONS

Visitors must check with nursing staff before entering the room of any patient on isolation precautions.

Visitors shall comply with all posted isolation signage, hand hygiene requirements, personal protective equipment (PPE) requirements, and staff instructions.

Visitors who are ill or exhibiting symptoms of infection (e.g., fever, cough, sore throat, vomiting, diarrhea, rash) should not visit patients.

Visitation may be limited or restricted for patients requiring Airborne Precautions, including suspected or confirmed tuberculosis (TB) and measles, during outbreaks, or when necessary to protect patients, visitors, and staff.

Visitors entering rooms under Airborne Precautions must wear a hospital-provided Level 3 surgical mask and comply with all posted isolation signage and staff instructions.

Visitation restrictions may be modified or discontinued once the patient is no longer considered infectious and Airborne Precautions have been discontinued in accordance with provider orders, Infection Prevention guidance, and applicable public health recommendations.

Exceptions may be considered for compassionate care situations, pediatric patients, end-of-life care, or other circumstances approved by the provider or nursing leadership.

Failure to comply with isolation precautions may result in restriction or termination of visitation privileges.

References

Centers for Disease Control and Prevention. (2024, April 3). *Transmission-based precautions*. U.S. Department of Health and Human Services. <https://www.cdc.gov/infection-control/hcp/basics/transmission-based-precautions.html>

Centers for Disease Control and Prevention. (2023, November 22). *Guideline for isolation precautions: Preventing transmission of infectious agents in healthcare settings*. U.S. Department of Health and Human Services. <https://www.cdc.gov/infection-control/hcp/isolation-precautions/precautions.html>

Centers for Disease Control and Prevention. (2025, February 7). *Appendix A: Type and duration of precautions recommended for selected infections and conditions*. U.S. Department of Health and Human Services. <https://www.cdc.gov/infection-control/hcp/isolation-precautions/appendix-a-type-duration.html>